

Head Teller/Teller Supervisor - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

Is conversant with all applicable laws and regulations respecting the deposit operation of the organization and ensures cash receiving/disbursing procedures are in compliance
Knows how to properly record all teller, end of day, and balancing transactions and ensures that all tellers are in conformance with such requirements
Knows what the authorized vault/cash drawer (min/max) levels are, and implements procedures to ensure authorized values are maintained at all times, in all circumstances
Understands all organization products (except lending) and service and is able to train tellers in handling transactions related to each product or service
Knows the organization philosophy, its mission and purpose, and how the Teller function fits into the overall operation

QUALITY OF WORK:

Ensures that all teller transactions, end of day processes, audits and general ledger reconciliation's are completed each day in accordance with established procedures
Authorizes over-rides related to teller transactions that exceed their authority
Ensures all documentation is accurate and complete before forwarding data to others for processing
Manages staff scheduling wisely: staffs for known/anticipated traffic volumes, prioritizes tasks, and communicates service requirements effectively with employees and co-workers
Maintains a trained, proficient teller group, whose work results in a high level of customer satisfaction
Ensures that all transactions, all account information, and all cash handling procedures (i.e., travellers cheques, money orders, coupons, tickets, stamps, etc.) are accurately recorded in the in complete detail, as required

QUANTITY OF WORK:

Maintains transaction records for all teller activities (by teller) to determine trends, productivity, frequency of error rate, and other statistical data to determine appropriate staffing levels and unit costs for teller group
Completes monthly reporting/audits requirements within three business days following month end
Maintains consolidated daily records of all cash transactions, cash levels, other negotiable instruments (money orders/travellers cheques) and ensures that everything is corrected recorded, accounted for, and in balance with requirements

LEADERSHIP:

Demonstrates good working habits and skills and sets proper example for other employees
Maintains a mature and professional image and attitude
Takes charge of situations to resolve them in a timely and effective manner
Builds coalitions around sound customer-service ideas and challenges staff to adapt to change